



DOT Motor Vehicle Division Kaizen Event Report Out

“Motor Carrier Accounting – Money Matters”

May 16-20, 2011

The Opportunity

Mark Lowe
Tina Hargis

The “Motor Carrier Accounting – Money Matters” Team

Andrea



Back-Susan Daniels, Nancy Goecke, Michael Slater, Cindy Deerr,
Josie Anderson, Jeanne Bornand, Andrea McNamara
Front-Marcia Tope, Karen Smith, Mike Rohlf, Brenda McCuen

Scope

Jeanne

- **This event will address the Accounting finance process from the time we accept all payments (ie. Titles, Permits, Travel Authority, UCR, IRP, IFTA, AR/AP) until the funds are tracked in accounting for daily activities.**

Goals

Josie

1. Reduce reconciliation time by 75%.
2. Reduce error tracking time in upfront and accounting process by 75%.
3. Reduce hand-written ledgers 100%.
4. Eliminate the cash register.



Objectives

Cindy

- Automate paper and manual processes.
- Eliminate duplicate entries.
- Eliminate manual tracking of ledgers as much as possible.
- One authoritative accounting source to utilize.
- Standardized operating procedures
- Understand the accounting process, which will allow for cross-training opportunities.



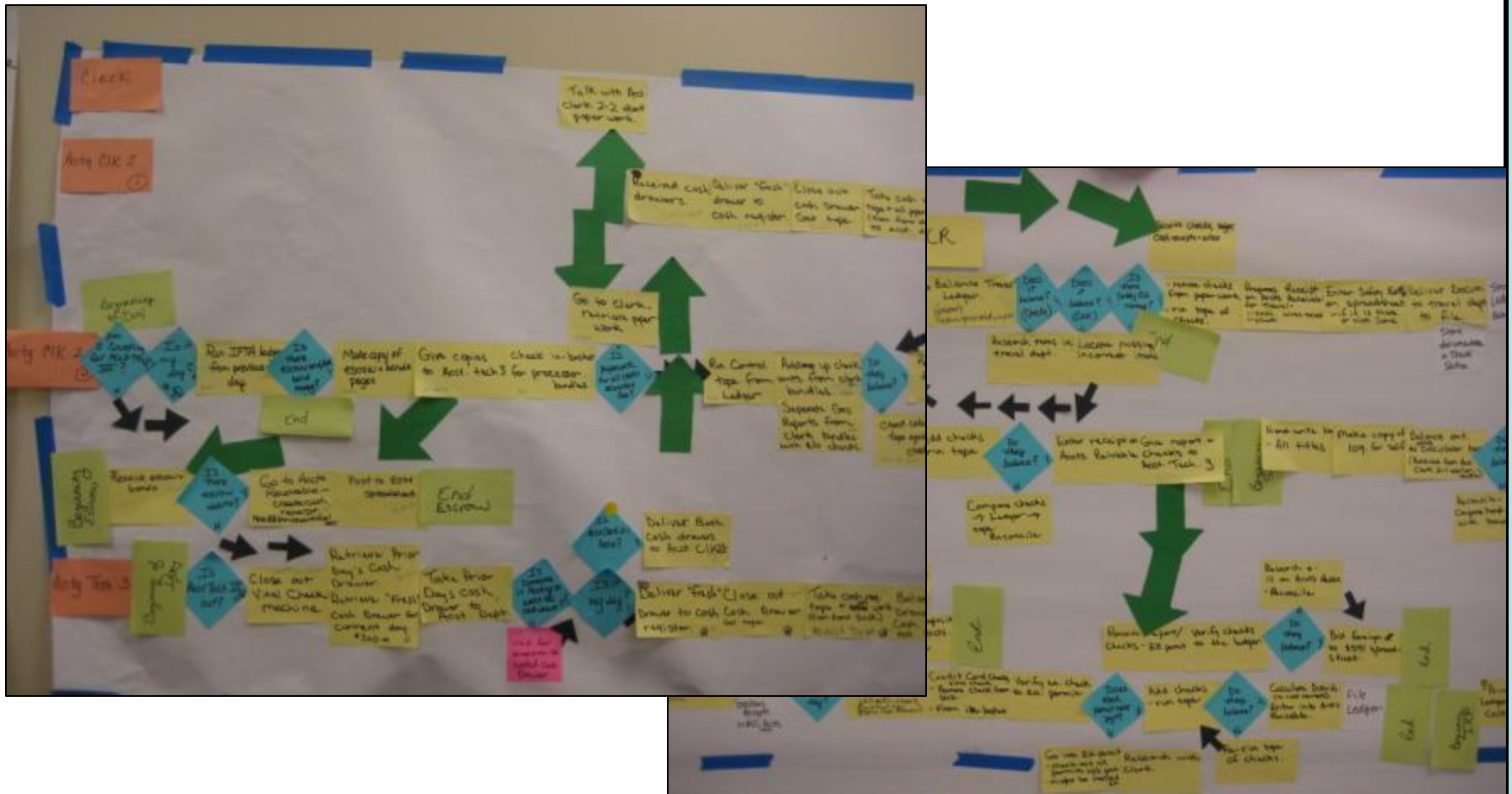
Kaizen Methodology

Marcia

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Nancy



Brainstorming

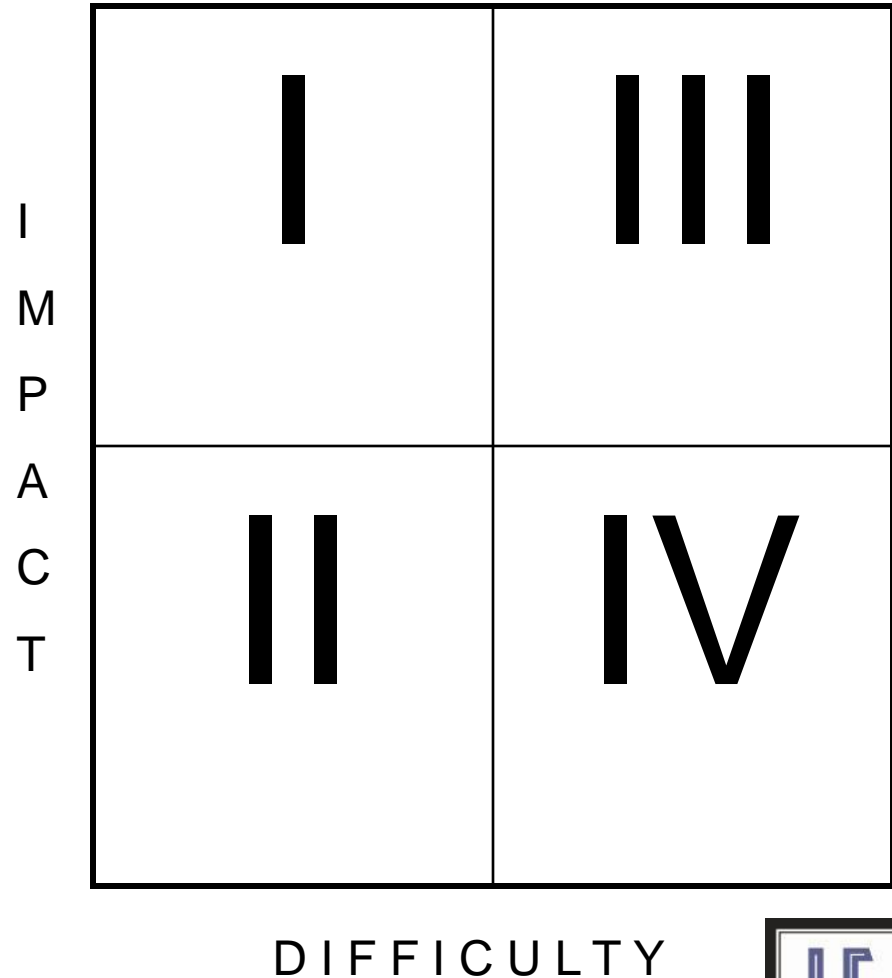
Karen

- Automate Title log by clerks using ARTS cash drawer
- Automate IFTA Ledger transmittal tracking by using dual monitors
- Why do we verify refunds (IFTA/IRP) - stop doing
- One person do one job everyday and other audit

De-selection Process

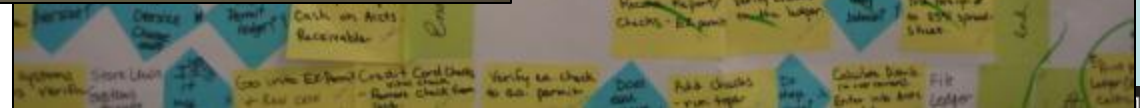
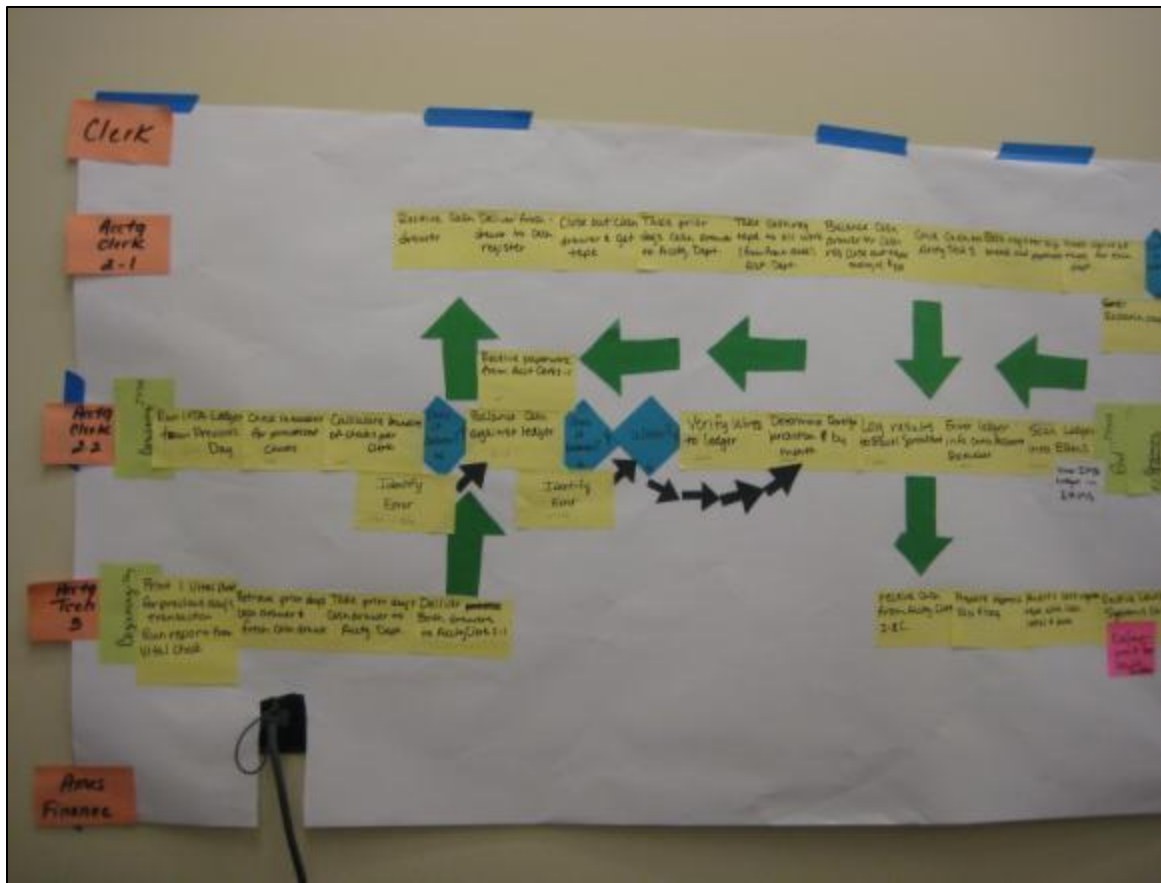
Susan

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Michael



LEAN

State of Iowa
Continuous Improvement

Results

Brenda

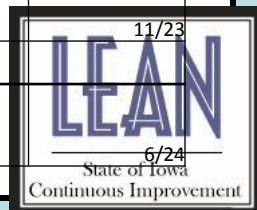
	Current	New	% Change
Total Steps	285	231	-18.9%
Total Delays	20	14	-30%
Average Delay Time - Days	10.5 days	5.5 days	-48%
Value Added Steps	0	0	0
Decisions	71	42	-40.8%
Loop Backs	5	3	-40%
Total Handoffs	16	7	-56.3%
Lead Time - Minutes	257 min – 1298 max	118 min – 706 max	-54% to -46%



Homework

Karen

Improvements/ Action Item	Implementation/Communication Plan	Person Responsible	Due Date
Procedural Change - Title	Train acct. Clerk to use available reports and create new reports as needed	Cindy	6/24
	Remove Title ledger-not needed or export	Cindy/Karen	6/24
	Train clerk to balance daily work before sending to Acct. clerk	Cindy	6/24
	Do not enter titles into cash register-Only ARTS	Cindy/Karen	6/24
Crosstrain	Train Accounting staff on all processes so they finish each function completely(stop passing paperwork to others)	Josie	6/24
	Cross train Acct personnel between offices (OVS/MCS/ODS) on Acct functions	Karen/Cindy/Brenda	11/23
	cross train supervisors on acct functions-day to day operations	Josie/Jeanne/ Michael	11/23
	Cross train acct clerks on functionality Acct Tech 3	Josie	8/26
Non-DOT IT system changes	Wells Fargo desktop deposit (scanner) option to edit micr line anytime	Michael	6/24
	Get rid of Vital Chek (e-pay)	Josie	05/25/12
	Don't print Vital Cheks-separately 1 check for all transactions/product per day	Josie	11/23
Unnecessary processes	Clerks note all info on paper and checks/not acct. clerks and not give to acct clerks	Karen	6/24



Team Member Experience

- Susan
- Michael

Comments

- Marcia Tope-DHS
- Mike Rohlf-DED

**We welcome your
questions and comments!**

